

Healthwatch Bristol (HwB) and University Hospitals Bristol NHS Foundation Trust (UH Bristol) workshop in response to the Healthwatch Bristol report: 'Accessing health & social care services by the deaf, deafened and hard of hearing communities in Bristol and South Gloucestershire.

Date: 15 December 2016

Attendees: Ellen Devine (Healthwatch Bristol Project Coordinator), Trish Vallance (Bristol City Council Sensory Impairment Team), Tony Watkin (Patient and Public Involvement Lead, UH Bristol), Kathy Baxter (Governor, UH Bristol), Chris Swonnell (Head of Quality, UH Bristol), Jennifer Pollock (Project Manager, UH Bristol), Alison Grooms (Deputy Chief Operating Officer, UH Bristol), Lisa Smith (LIAISE Family Support Team Manager, UH Bristol), Anna Horton (Patient Experience & Regulatory Compliance Facilitator, UH Bristol); Yanna Dandolou (Performance Manager, Bristol Royal Infirmary).

Background:

Healthwatch Bristol and South Gloucestershire with Bristol City Council organised a consultation event on Wednesday 27 April 2016 for people who are D/deaf, deafened, hard of hearing and deafblind to come together and give feedback about their experiences of health and social care services. People attended and spoke about services in Bristol, South Gloucestershire, Bath and North East Somerset (BANES), Somerset and Wiltshire. Healthwatch liaised with both Bristol City Council and South Gloucestershire Council to promote and deliver the event.

Following the event, a report was produced which summarised the key themes in the feedback and recommendations for how services could respond. Read the report here: <http://bit.ly/2bIT8VK>

UH Bristol invited Healthwatch Bristol to meet with UH Bristol staff to work together to understand the feedback shared by members of the public who attended the event and to start to resolve some of the issues which were highlighted at the event.

What UH Bristol is already doing to meet the requirements of the Accessible Information Standard:

- The needs of people with additional communication needs are being met in a variety of ways across the trust. UH Bristol is currently gathering information about the range of resources used across the Trust and will then

look at how to spread good practice and fill any gaps.

- UH Bristol is developing its IT system to enable information about a person's communication needs to be shared. This includes trialing a pop up system which will alert staff if the patient has additional communication needs.
- UH Bristol has expressed an intention to purchase an additional service from Sign Solutions which will enable UH Bristol staff to access Sign Solutions video BSL interpretation service.
- UH Bristol is increasing the number of electronic referrals it uses and is considering how information about access needs is included in these referrals.
- The Bristol Royal Hospital for Children is trialing using a magnet by a patient's bed which has a picture of a passport on it. This magnet will prompt staff to look at the patient's passport to see what they have recorded as their needs/ important information about them.

Challenges UH Bristol faces in implementing the Accessible Information Standard:

- The hospitals are not always receiving information about a patient's communication needs from the GP - if this information was put into Summary Care Records this would help, but would still rely on hospital staff checking the record.
- UH Bristol would find it useful to know how many people in Bristol have a sensory impairment or disability that would affect their ability to access information and services (eg. how many people use BSL, how many people use braille, how many people use easy read....)

Next steps, ideas and actions:

UH Bristol:

- Reconsider signing up to the **Bristol Deaf Health Charter** and prioritise which areas of the Charter it works on.
- Discuss with **SWAST** how information about a patient's communication needs are shared between paramedics and hospital staff.
- Respond to learning from the Children's Hospital with regards to the **passport magnet**; consider using a similar symbol in adult services to alert staff to a patient's communication needs.
- Roll out **training for staff** on supporting patients with additional communication needs (this training should be for all staff, not just clinical

staff).

- Develop a 'toolkit' for each ward which contains useful information and resources for staff to use to support patients with additional communication needs (for example, repair kit for hearing aids, communication flash cards, sign language prompts, information about how to arrange an interpreter).

Healthwatch will research toolkits used in other hospitals -

University of Birmingham Hospital has an LD toolkit: <http://bit.ly/2gRqvEp> and <http://bit.ly/2hYQLBD>

Action on Hearing Loss toolkit: <http://bit.ly/2h1vYLX>

This is a really useful communication toolkit which covers lots of communication needs: <http://bit.ly/2i5Qzwi>

There are lots of resources on NHSE's website:

<https://www.england.nhs.uk/ourwork/accessibleinfo/resources/>

- Explore the wider application of a pack being used by the Trust's Audiology Team at clinics in Southmead Hospital as a tool to help staff support people who are hard of hearing.
- Explore an idea to create BSL videos for UH Bristol website about the services UH Bristol offers (UHBT has created a Welcome Guide <http://bit.ly/2hhNsBr>)

Healthwatch Bristol

- Facilitate an event for members of the public to attend and feedback to UH Bristol about their ideas for improving services and information for people with additional communication needs. Healthwatch to also invite North Bristol NHS Trust and representatives from Primary Care. Healthwatch will organise the event with Trish Vallance and contact UH Bristol with details.
- Create a BSL video detailing what has been done since the event in April and how UH Bristol (NBT and GPs) are implementing the AIS.
- Research how many people in South West require support as part of the AIS.

Contact details:

E: ellendevine@thecareforum.org.uk

T: 0117 2690400